

# **Presentation to the IT Directional Meeting**

**Wednesday, May 19, 2010  
Pioneer Room, State Capitol**



# AGENDA



- Customer Survey on ITD Services (Mike Ressler)
- New WSCA PC Configurations (Gary Vetter)
- New IVR Developer Category in Vendor Pool (Gary)
- FileNet & TeleForm Upgrades (Gary)
- Imaging RFI (Gary)
- IT Plans are Due on August 15th (Gary)
- SharePoint 2010 Upgrade (Gary)
- PeopleSoft Human Capital Management Upgrade (Gary)
- Project Management Office Restructure (Marlys Axtman)
- Quick Recognition Codes – What Are They? (Chris Sitter)
- ITD / State Direction on Voice Technology (Duane Schell)
- Server Virtualization Project Update (Dean Glatt)
- Status of Mainframe Performance (Dean)
- Application Vulnerability Scanning Update – Appscan (Dan Sipes)
- 2011-13 ITD Service Rates (Dan)





# **Customer Survey on ITD Services**

**Mike Ressler, Director**

# Customer Survey



- **24 Responses**
- **Should ITD Provide an Account Rep?**  
**Yes – 14                      No – 10**
- **Should ITD Provide Architects/Business Analysts?**  
**Yes – 14                      No – 9                      Don't Know – 1**
- **Should ITD Provide Desktop Support Services?**  
**Yes – 15                      No – 9**
- **Other Services?**  
**Annual Update on Emerging Technologies**  
**Video Conferencing Support in Rural Areas**



**Gary Vetter, Director  
Enterprise Services  
Division**

## New WSCA PC Configurations



- New WSCA-NASPO Premium Savings Package Configurations are effective May 1 through October 31, 2010
- Utilize Intel Core i5 - i7 processors and DDR3 memory
- Added NetBook/Mini Notebook, Ruggedized Laptop, & Ruggedized Tablet

## New WSCA PC Configurations



- Due to price increases on new models, vendors will also keep previous configurations available
- Configurations & Pricing available at: <http://www.wnpsp.com/index.html>
- State PC Contract 022 information: <http://www.nd.gov/spo/>
- Pat Forster: [pforster@nd.gov](mailto:pforster@nd.gov) or 328-1992

## **New IVR Developer Category in Vendor Pool**



- Interactive Voice Response (IVR) development services added to contract
- Outsourcing to vendors that specialize in IVR technologies:
  - SDN Communications
  - M&C Associates
  - Qwest (contract pending)



## New IVR Developer Category in Vendor Pool



- For assistance in planning IVR projects, submit a “Software Dev/GIS/PM/QA” request using WMS.
- Information about the IT Vendor Pool contract: <http://www.nd.gov/spo/>
- Pat Forster: [pforster@nd.gov](mailto:pforster@nd.gov) or 328-1992

## **FileNet & TeleForm Upgrades**



- RFP responses for FileNet P8 v4.5.1 upgrade services closed on May 13
- Avrio Corp. onsite May 17-30 to implement FileNet to PeopleSoft Connector
- Planning TeleForm upgrade in June

# Imaging RFI



- Existing Imaging solution (TeleForm) was purchased a decade ago
- Request-for-Information submitted to discover potential enhancements in functionality and integration
- Responses due May 21

# IT Plans are Due on August 15th



- IT Planning Meetings are underway
- IT Plans are due on August 15
- SITAC large-project prioritization on September 21 and 22
- State IT Plan delivered on December 6

# SharePoint 2010 Upgrade



- SharePoint 2010 and Office 2010 officially released on May 12
- ITD is testing/evaluating migration effort
- Updates will be provided
- Kevin Nosbusch: [knosbusch@nd.gov](mailto:knosbusch@nd.gov) or 328-3255

## **PeopleSoft Human Capital Management Upgrade**



- HCM upgrade originally planned for Summer 2010
- Could be postponed to accommodate a Patch Upgrade for Higher Education



**Marlys Axtman, Director  
Software Development  
Division**

# Project Management Reorganization



- What:
  - Joining of two interrelated areas
    - LPO and Project Management
- Why:
  - Overlap of similar tasks
  - Provide unified project management vision/direction to customers and staff

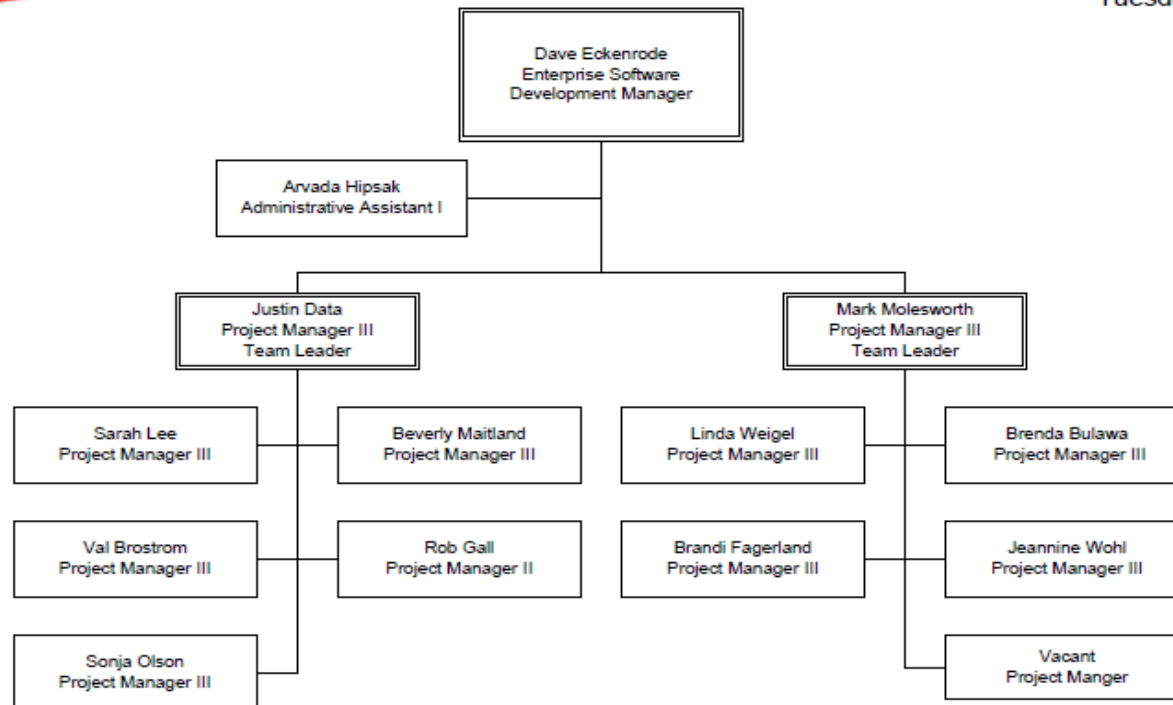


# Project Management Reorganization



## Information Technology Project Management Team

Tuesday, April 27, 2010



# Project Management Reorganization



- Goals:
  - Standards processes
    - Manager and team leaders will become part of a EA domain team
  - Opportunities for staff
    - Cross learning for staff
    - Increased pool of resources
  - Potential to reduce total PM related hours on ITD managed projects

# Staffing



- We are evaluating our staffing needs and would appreciate it if you would send in/let us know of any requests/projects you are anticipating for the next year.
- We have potential for hiring contract staff to assist in getting our customers' needs met.



# QR Codes

## What Are They?



**Chris Sitter,**  
**Programmer Analyst**  
**Software Development Division**

# What are QR Codes



- **QR = Quick Response**
- **2D barcode that can be decoded using a mobile device with a camera.**
- **1994 – Denso Wave – Initially used for tracking vehicle parts**
- **Connects physical world to electronic world**

## **2D Barcode**



- **Most common are matrix codes, which feature square or dot-shaped modules arranged on a grid pattern.**
- **Over 300 times more information can be stored on a 2D barcode.**

# Lots of 2D Barcodes



- Currently about 70 different types of barcodes and their specific versions



QR-Code



DataMatrix



Cool-Data-Matrix



Aztec



UPCODE™  
000133



Trillcode



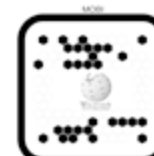
Quickmark



Shotcode



mCode



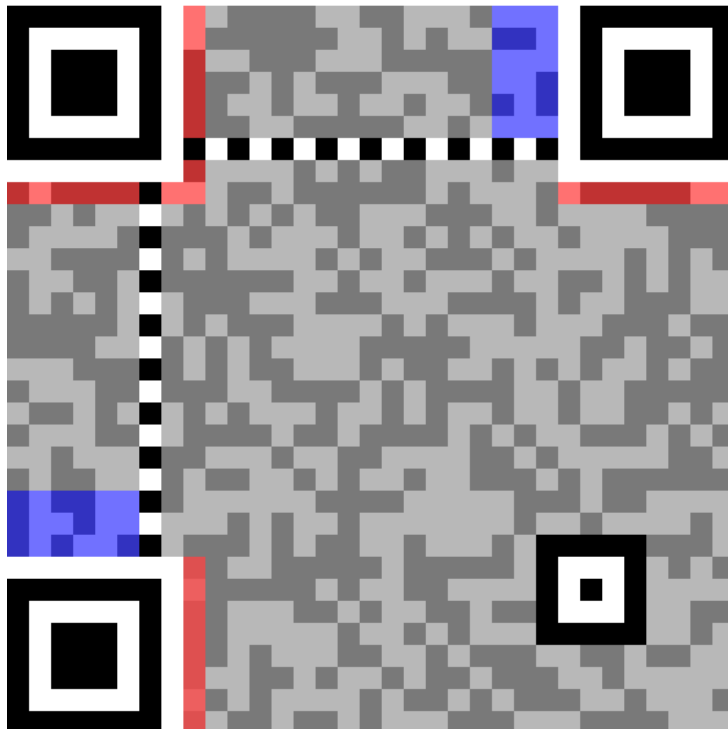
Beetagg

## Why QR



- High Capacity Encoding of Data
- Error Correction
- Readable in 360°
- Open standards
- Plain URL
- No magic in reader
- Geared towards “**Mobile tagging**”





1. Version Information



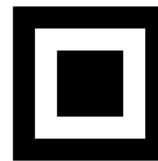
2. Format Information



3. Data and Error Correction Keys



4. Required Patterns:



4.1. Position



4.2. Alignment



4.3. Timing

# Error Correction



- **Restore data from dirty/damaged sections**
- **Four levels of error correction**
  - Level L - Approx. 7%
  - Level M - Approx. 15% - Typical
  - Level Q - Approx. 25%
  - Level H - Approx. 30%
- **With more error correction, you decrease data storage and increase print size.**

## How Much Data



- **Version 1 to Version 40**
- **Each version has a different module configuration or number of modules.**
  - Module refers to the black and white dots that make up QR Code.
- **Version 1 - 21x21 with level L**
  - 41 numeric or 25 Alphanumeric
- **Version 40 - 177x177 with level L**
  - 7,089 numeric or 4,296 Alphanumeric

## **Types of QR Codes**



- **Text**
- **Website URL**
- **Telephone Number**
- **SMS Message**
- **Email Address**
- **Email Message**
- **Contact Details (VCARD)**
- **Geo Location**
- **Social Networks**

## How to Use QR Codes



- **Download a free QR code scanning program for your mobile phone**
- **Take a picture**
- **See what happens**

## Standard QR



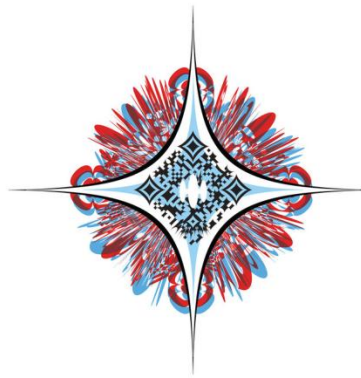
# Designer QR



MARC BY MARC JACOBS



# Designer QR





# Designer QR



# Real Estate





# Tourism



# Tourism



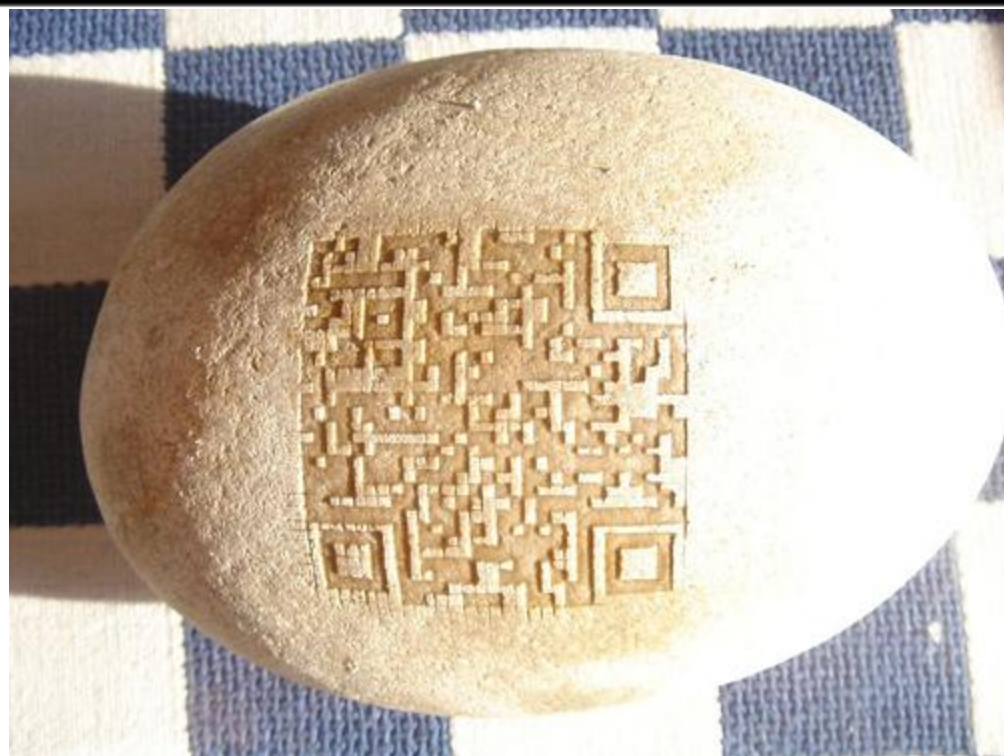
# Clothing



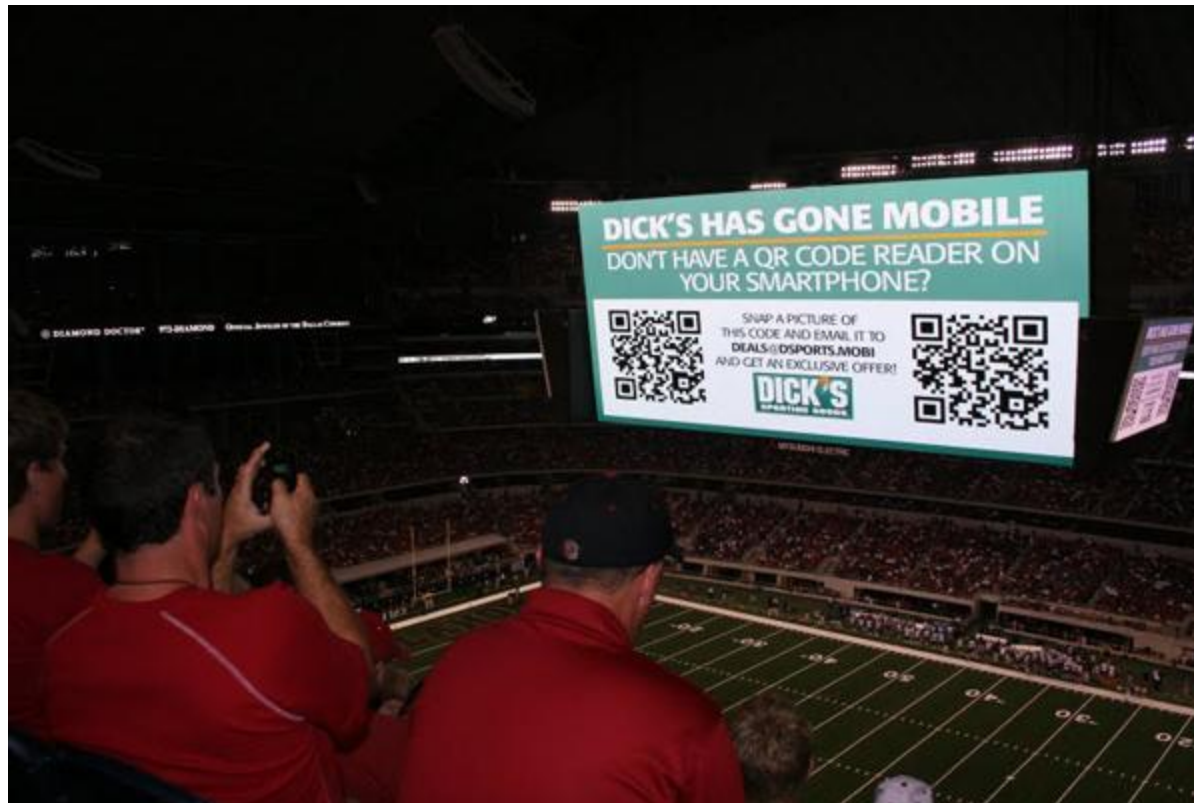


# Google



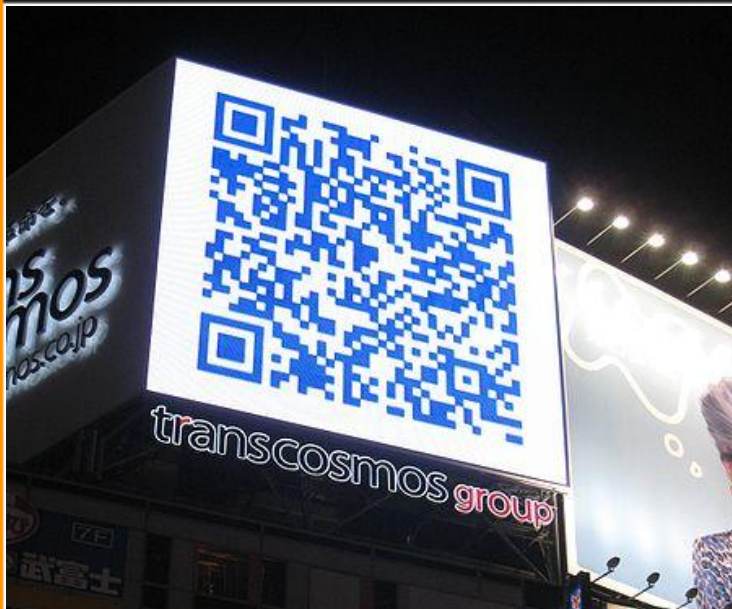


# Advertisements





# Advertisements



## Microsoft Tag



- **Codes are generated from Microsoft's site**
- **When you scan the tag, it needs to talk to Microsoft.**
- **Built in tracking**
- **Can change the purpose of the tag.**





**Duane Schell, Director  
Telecommunications  
Division**

# VoIP



- Avaya
  - Purchased Nortel
  - Chosen as Future Vendor
    - Strong Technology
    - Leverage Existing Investment
    - Strong Integration with Existing Technology
      - Microsoft
      - Extreme and Juniper
      - Polycom

**AVAYA**

## VoIP



- Cross Telecom
  - RFP Completed
  - Issued Aware
  - Currently Negotiating Contract
- Next Steps
  - Finalizing Detailed Design
  - Detailed Project Plan to Follow
    - Likely focus on Bismarck

# Unified Communications



## AVAYA

VoIP

Contact Center

Soft Phone

Voice Mail

IVR

Conferencing

Active Directory  
Server



Directory

## POLYCOM

H.323 Video

Desktop Video



Presence

Instant Messaging

Conferencing

Email

Unified Messaging





**L. Dean Glatt, Director  
Computer Systems  
Division**



# Server Virtualization Project Update



50% Completion – 100 of 200 servers completed

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
		<b>May 4</b> 4AM ITDWS6T1 7AM ITDGISTEST2	<b>Meet Wednesdays</b>  <b>VMWare Migration Mtg.</b>	4:00 AM ITDDOTUNI1	<b>Meet Fridays</b>  <b>VMWare Scheduling Mtg.</b>	TALT1
2	3	4	5	6	7	8
	4:00 AM ITDCITRDLIC	4:00 AM itdws6t1 7:00 AM ITDGISTEST2		4:00 AM ITDSEGUETM		
9	10	11	12	13	14	15
5:00 AM ITDWWW1	4:00 AM itdintws6p2.itd.nd.gov	4:00 AM ITDCRYSTALPROD 4:00 AM ITDDOCRCITRIX1				
16	17	18	19	20	21	22
23	24	25	26	27	28	29

**Discuss Migration Plan w/ Architects & Team**

System Requirements  
Hardware  
Licensing  
etc.

**Review Upcoming Schedule**

Touchbase w/ Techs/Systems

VM Ware Team

Agency Approval to Migrate

Lessons Learned



# Computer Systems





**Dan Sipes, Director  
Administrative Services  
Division**

# Application Vulnerability Scanning



- Completed initial training and process definition with IBM
- Current plan is for the service to be coordinated out of Software Development with Security Section participation
- Planning to use the DREAD risk matrix to identify high risk applications to begin scanning

# Application Vulnerability Scanning



- Determining the necessary configuration for the testing environment
- We need to coordinate with the ARB and SITAC on the following items:
  - Scanning Policy for externally developed applications
  - Chargeback process for scanning applications
  - Options to mitigate identified risk in applications

# 2011-13 ITD Service Rates



- 2011-2013 projected rates [www.nd.gov/itd/billing](http://www.nd.gov/itd/billing)
  - Roughly a 7% increase in overall revenue
- Software Development rates
  - Current rates range from \$63 to \$79
  - New rates range from \$67 to \$89
  - Budget instructions for ToolSet upgrades
- Mainframe and AS400 rates increase
  - No incremental revenue due to decreased usage

# 2011-13 ITD Service Rates



- General hosting rates
  - Average rate increases of about 15%
  - Surcharge for legacy SQL applications
- Disk rates will be modified
  - File and print storage budget for a 25% increase
  - Planning to bill data backup as a separate item
  - Other per GB disk rates effectively hold even or decrease but continue to be a challenge for ITD and agencies due to exponential growth

# 2011-13 ITD Service Rates



- Network rates
  - Broadband add-on – Premium / Basic / Residential
    - Affects 8 agencies significantly
  - Fiber/ETS5 for state agencies – no increase
  - Political subdivision fiber/ETS5 – 5% increase
  - Technology Fee goes from \$43.50 to \$49
    - Now includes VPN and Instant Messaging
- Analyze your miscellaneous billings for recurring monthly fees – vendor increases

# 2011-13 ITD Service Rates



- Budget to budget savings in Long Distance rate
  - Agencies told to budget \$0.09/min
  - Current and next biennium rate is \$0.07/min
  - No other projected increases in the telephone rates
- Micrographics rate increases
  - Outsourcing all processing – will not replace current equipment
  - Will continue to coordinate the service and vendor relationship



# 2011-13 ITD Service Rates



North Dakota

nd.gov Official Portal for  
North Dakota State Government



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## Services

Support <

Software Development <

Hosting <

Security <

Telecommunications <

Networking <

Policy and Planning <

Records Management <

ETC Council <

## Billing & Rates

The Information Technology Department (ITD) is an internal service fund operating from a revolving cash fund. All our revenue is generated from billing for the services we provide. Our mission is to provide leadership and knowledge to assist our customers in achieving their mission through the innovative use of information technology.

ITD generates monthly billings at the beginning of each month for services provided from the previous month. The services are divided onto three separate billings: Data Processing, Telecommunications, and Micrographics. Below is a brief description of each service offered and the bill it will be recorded on.

### Current Rates

These rate schedules are subject to change. Please call for most current pricing.

- [Data Processing Rates](#)
- [Micrographics Rates](#)
- [Telecommunications Rates](#)
- [Allowable Federal Percentages effective Oct-98](#)

Cellular Phone Contract - This contract is now handled through State Procurement - Contract #915

### Budget Guidelines for the 2011-2013 Biennium

2011-2013 Budget Documents	Format
<a href="#">Budget Guidelines Memorandum</a>	27kb pdf
<a href="#">Budget Guidelines for Toolset Upgrades</a>	25kb pdf
<a href="#">Agency Form Counts</a>	11kb pdf
<a href="#">Projected Data Processing Rates</a>	40kb pdf
<a href="#">Projected Micrographics Rates</a>	15kb pdf
<a href="#">Projected Telecommunications Rates</a>	17kb pdf
<a href="#">Descriptions of Services</a>	55kb pdf



**THANK YOU**